



## Oklahoma Works!

"A NEW DAY, NEW WAY" Regional **"system"** Certification

### Executive Summary

#### What is it?

It is a process to focus all education and training partners toward the **common outcome of wealth creation** for individual Oklahomans and Oklahoma employers. It establishes an operational framework for program alignment and customer service. **The ultimate result will be a talent pipeline of appropriately skilled and credentialed Oklahoman's that will meet the talent demands of Oklahoma employers.**

This process will serve to **create, build, evaluate** and **certify** a comprehensive workforce development **SYSTEM** within each region. This system will:

- Create user-friendly, customer-focused service delivery models that will transcend agency programs and silos;
- Provide consistent, high-quality services to employers and job seekers throughout the state;
- Ensure services to employers and job seekers are consistent, while encouraging local and regional adaptation;
- Create a new normal surrounding stellar customer focus, program alignment and partner collaboration; and
- **Result in increased credentials and degrees that are in demand based on regional ecosystem data**

To **create and build** this system, partners must:

- Look at the system holistically, to increase career readiness, worker participation and employment growth
- Look at where their particular agency and its services fit into the larger system vision;
- Commit to jointly producing the tools and processes needed to implement a workforce system;
- Utilize service, process and resource maps to ensure services are being provided across agencies and programs in order to provide better more streamlined service, eliminate duplication; and
- Produce a regional talent supply chain to support the regions employers.

The certification process **evaluates**:

- How well partners are **working together to create a skilled and credentialed talent supply chain to help employers grow, prosper and create wealth**; and
- Whether a region has built a local workforce development system from all of the local players who provide education, workforce and training services and products to job seekers, trainees, and businesses within the region.

A region becomes **"certified"** When it meets the required certification standards and demonstrates it has jointly implemented an effective and comprehensive workforce development **system strategy** that includes:

- A **community-wide unified** talent/ workforce development **plan** based on the competency requirements (skills, knowledge, and abilities) needed for current and future local jobs that are key to community growth, prosperity and **wealth creation**;
- A **unified talent development vision** shared by all partners within the community;
- **Common outcomes** to reach that vision shared by all partners within the community;
- An approach to **serving job seekers** that is **integrated** across all the partner agencies;
- An approach to **serving businesses** that is **integrated** across all the partner agencies; and
- A demonstration that their approach and plan is producing the **desired outcomes and metrics**.

Becoming a **"certified system"** will demonstrate that the region can support business expansion, business retention and business attraction. It will also show that they are: providing integrated services; focusing on the customer; supporting economic development; and ultimately creating wealth for Oklahoma.